

Internet Issues

Whether you connect to the Internet over a dial-up modem, cable modem, DSL, Ethernet, or wirelessly, sometimes getting online, sustaining a connection, or maintaining satisfactory performance can seem daunting. Don't worry. Whether you're looking to surf the web or get your email, we have things for you to try to troubleshoot your issue. Just select your scenario below, and follow the steps.

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I can't connect to the web

If you're having a hard time connecting to the Internet using a dial-up, cable, DSL, Ethernet, or wireless connection, try these steps to get online.

1. Make sure that all of your cables are properly and securely connected to your computer.
2. Make sure the PCSB Proxy settings are correct:
 1. From the **Apple** menu, choose **System Preferences**.
 2. Click Network to display the preferences.
 3. From the **Show** pop-up menu, choose **Built-in Ethernet** to display the Ethernet properties.
 4. Choose the Proxies tab, and check the Web Proxy box.
 5. Input the IP address 204.122.254.9. In the second field, input the port number 2804. Hit Apply.
 6. Close System Preferences and give approximately one minute before trying to go to a website.
3. If you are connecting through Ethernet or wirelessly, confirm that the network is up and running (you may need to contact a network administrator if you're not the one who set up the system).
4. If you're using AirPort, make sure that AirPort is turned on and you're getting a signal.
5. Check the status of your network ports:
 1. From the **Apple** menu, choose **System Preferences**.
 2. Click Network to display the preferences.
 3. From the **Show** pop-up menu, choose **Network Status** to display status indicators for all your connections. Green means the port is active (turned on) and connected. Yellow means the port is active but not connected. Red means the port has not been configured.
6. Use Network Diagnostics to analyze your issue:
 1. From the **Apple** menu, choose **System Preferences**.
 2. Click Network to display the preferences.

3. Click Assist Me at the bottom of the window.
4. In the resulting dialog, click Diagnostics.
5. Follow the onscreen instructions to troubleshoot your connection.

My connection keeps dropping

There are a variety of reasons why your connection may drop. Try the following things to see if they stabilize your connection.

- Check both ends of your cables to make sure they aren't damaged in any way. You may try replacing them to see if that resolves the issue.
- Make sure that all your cable connections are secure.
- If you're connecting wirelessly, try changing the channel of your base station. There could be interference on your current one.
- If you're using any cable extenders or phone splitters on your phone line, try removing them and testing Internet performance on a direct modem-to-outlet connection. If performance increases, your extender or splitter is the culprit.
- If you are connecting wirelessly, move to another location. There are a number of environmental factors that can impact your reception (avoid areas that contain metal objects and devices that operate on a 2.4 GHz frequency).
- If you're using a dial-up modem that isn't connected to a dedicated phone line (it's also your primary phone line), Call Waiting can disrupt connections. Try disabling Call Waiting before connecting to the Internet (usually by inserting "*70" before your dial-up number).

My connection is slow

Depending on how you connect to the Internet (dial-up, broadband, or wireless), there are a number of reasons why your Internet connection may seem slow. Try the following things to see if they help speed things up.

- If you have a broadband connection, your connection speed can be affected by the amount of other users on your node or network. You may get better connection speeds during non-business hours.
- If you're using a cable modem or DSL, try resetting the device by turning it off and then unplugging it. Wait about a minute and then plug it back in and turn it on.
- If you're connecting wirelessly, try moving to another location. Environmental factors can interfere with your reception, causing slowdowns.
- Try going to www.apple.com or another website that you know loads relatively fast to test your connection speed. The perceived "slowness" may be due to an improperly optimized (or not optimized at all) website.
- Slowdowns could be due to a DNS (domain name server) configuration. A DNS server converts URL names that we humans understand (such as "www.apple.com") to a numerical IP address for computers (in this case, "17.254.0.91"). If you specified two or more DNS servers in System Preferences, the slowdown could

occur while Mac OS X waits for the first server to respond before going to the second. Make sure that your DNS server addresses are correct; typos will cause a slowdown. If your network supports it, allow it to automatically discover DNS service instead of specifying an address to use.

- If your connection involves a phone line, try to avoid using any cable extenders or phone splitters, which can cause interruptions.